

Performance Measurement

Objectives

- ◆ Describe the CPAF Process and Its Role in Management of DOE Facilities
- ◆ Discuss Considerations for Establishing Performance Indicators
- ◆ Understand and Identify the Importance of Performance Indicators to Safe Facility Operations
- ◆ Understand Methods For Measuring and Reporting Performance to Performance Indicators

Performance Measurement

Objectives

- ◆ Be Able to Interpret Performance from Performance Indicators and Establish Performance Goals
- ◆ Using DOE Order 5480.19, Describe Performance Measuring Methods
- ◆ Understand the Importance of Performance Data Collection and Trending

Performance Measurement

Purpose

- ◆ Support and Enhance Improvement
- ◆ Provide Feedback
- ◆ Focus Attention and Resources
- ◆ Describe System Capability and Level of Performance

Performance Measurement

Terms

- ◆ Performance Objective - Description of What to Achieve
- ◆ Performance Measure - A Count of the Achievement
- ◆ Expected Performance - Target Against Which to Judge Achievement

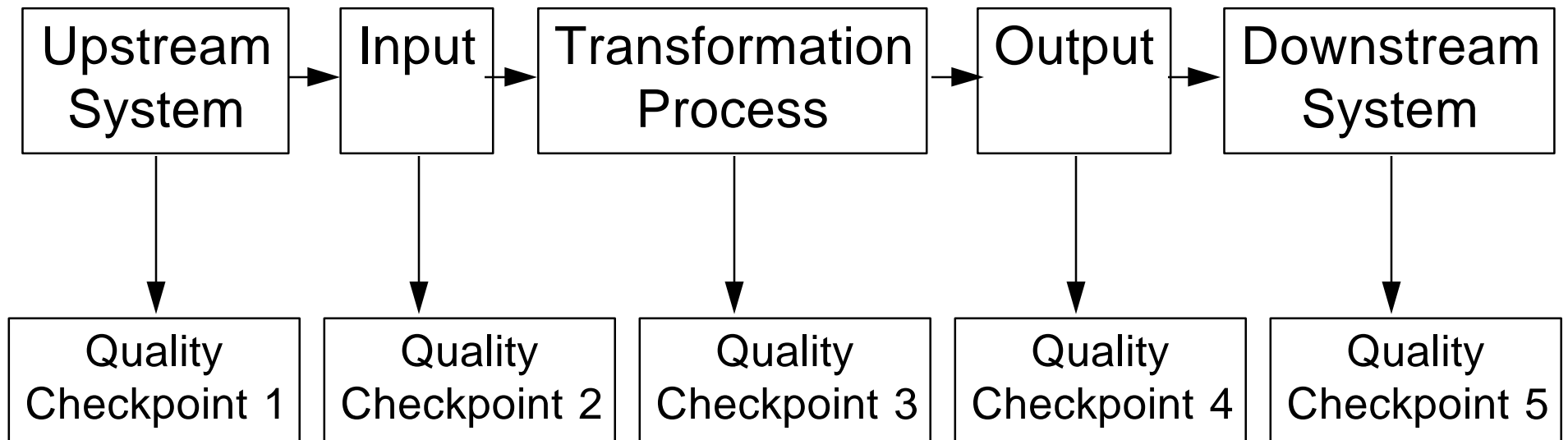
Performance Measurement

Performance Criteria

- ◆ Effectiveness
- ◆ Efficiency
- ◆ Quality
- ◆ Productivity
- ◆ Quality of Work Life
- ◆ Innovation, and
- ◆ Profitability and/or Cost Savings

Performance Measurement

Performance Checkpoints



Performance Measurement

Attributes of Good Measures

- ◆ Valid/Reliable
- ◆ Accurate/Precise
- ◆ Unique
- ◆ Understandable
- ◆ Quantifiable
- ◆ Controllable
- ◆ Cost Effective

Performance Measurement

Outcome

- ◆ Support Decision Making
- ◆ Drive Desired Behavior
- ◆ Pleases Customer
- ◆ Improvement

Performance Measurement

Measure Development

- ◆ Create Strategies
- ◆ Design, Develop, Implement Strategy Methods
- ◆ Design, Develop, Implement Evaluation Methods
- ◆ Establish Cultural Support Systems

Performance Measurement

Measurement Process

- ◆ Set Objectives
- ◆ Select Measure
- ◆ Set Expectations
- ◆ Produce Information
- ◆ Take Action

Performance Measurement

Guidelines

- ◆ Monitor Activities to Document, Analyze and Correct Problems
- ◆ Use Safety, Operating, and Environment Goals as a Tool in Measuring Performance and Effectiveness
- ◆ Establish Auditable, Measurable, Realistic, and Challenging Goals That Facilitate Improvement
- ◆ Perform Inspections, Audits, Reviews, Investigations, Surveillances, and Self Assessments to Assess Ability to Meet Goals and Identify Areas for Improvement

Performance Measurement

Examples Of CONOPS Measures

- ◆ Total Safety System Downtime
- ◆ Number of CONOPS Related Occurrences
- ◆ Percent Reduction in Overtime
- ◆ Percent Reduction in Worker Radiation Exposure

Performance Measurement

Example

- Use of Performance Measures in the CPAF M&O Contractor Process.